Project Delivery Health Check

Are you responsible for project delivery for your department or organisation?
Are you keen to improve the overall track record of successful project delivery, but not sure where the real issue lies?

Provide a score between 1 and 10 to each of the below statements to get a better understanding of where the organisation needs to improve. A score of 10 means that the statement is an accurate description of the projects in question.

NO	DELIVERY	SCORE Out of 10
1	Projects are delivered on time.	
2	Projects are delivered on budget.	
3	Projects are delivered to the required scope and quality.	
4	Projects are delivered in line with business expectations and add real value.	
5	Business benefits are always realised on the back of project delivery.	
6	Projects are delivered and transitioned into the business in a smooth manner.	
7	Customers rate the post project support as being effective.	
8	The project managers and team members rate the projects as being successful and are always proud of their contributions to the project.	
9	Internal politics never get in the way of effective project delivery.	
10	Project successes are always celebrated.	
TOTAL		

NO	SPONSORSHIP	SCORE Out of 10
11	Projects have sufficient buy-in from the business.	
12	Projects are rarely cancelled or de-prioritised.	
13	Projects don't change executive sponsor once initiated.	
14	Projects always have clear goals, objectives and measurable success criteria.	
15	Project's are kicked off based on a sound written business case.	
16	Projects are assigned clear and relative priorities by the business.	
17	Project sponsors and senior stakeholders have sufficient time, experience and willingness to make the projects succeed.	
18	Effective governance structures are in place where progress is reviewed and risks, issues and changes escalated and effectively decided on.	
19	Project Board (or steering committee) meetings are effective decision making forums which take place on a regular basis.	
20	Project sponsors have sufficient authority to make decisions and allocate funding and resources to the project.	
TOTAL		

NO	ORGANISATIONAL	SCORE Out of 10
21	Resources are assigned to projects according to the projects' relative priority without the project managers having to 'fight' for resources.	
22	The process for hiring and taking on staff for new projects is transparent, timely and effective.	
23	Effective time booking and financial management systems are in place to track project spend.	
24	The organisation is making use of an effective project management and delivery methodology.	
25	Teams are trained in the use of project methodologies, departmental tools and processes.	
26	The organisation has a defined QA process and supports individual projects with testers and QA staff.	
27	The organisation has a project assurance function which is actively working to improve project delivery and help staff to learn from past mistakes.	
28	Project reviews and lessons leant are being produced and circulated to head of delivery and senior management.	
29	Project reports and dashbaords are transparent and accurate, and are being circulated to senior management on a regular basis.	
30	The organisation is actively working to support, reward and upskill staff.	
TOTAL		

NO	PROJECT MANAGEMENT CAPABILITIES	SCORE Out of 10
31	Project managers have sufficient knowledge of project management methodologies and task management.	
32	Project managers have sufficient business knowledge to effectively manage and deliver projects.	
33	Project managers are customer focused and track business benefits throughout the project.	
34	Project managers have sufficient self awareness and leadership skills to successfully lead and manage the project.	
35	Project managers are effective at focusing, inspiring and motivating the team.	
36	Communication between the project manager and stakeholders (users, sponsors, vendors etc.) is honest, open and one of trust and respect.	
37	Project managers make use of best project management practices.	
38	Project managers and their teams are good at estimating, planning and tracking project effort.	
39	Project managers are proactive in the identification and resolution of risks, issues and change requests.	
40	The project managers and teams have a high work ethic but never have to work excessive hours to compensate for poor planning.	
TOTAL		

NO	QUALITY	SCORE Out of 10
51	Quality of end deliverables is high and matches the users' needs.	
52	Projects go live without major bugs or issues.	
53	Project teams have a quality mindset and everyone contributes to quality.	
54	Projects follow clear and repeatable QA & testing processes and have sufficient resources to assure quality.	
55	Teams have sufficient technical knowledge to design and build a sustainable and robust solution which meets the customer's needs.	
56	Teams have sufficient knowledge about scope, vision and business domain to effectively deliver the customer's needs.	
57	Deliverables are being produced, tested and delivered gradually throughout the projects.	
58	End users are actively involved in defining scope, acceptance criteria, test cases, requirements verification and test execution.	
59	Functionality is demonstrated and prototyped to the users early on in the project.	
60	There is a constant feedback loop and communication between the users and development team.	
TOTAL		

Questions …

- Which areas scored the lowest?

- What has the organisation already done to address some of the issues with project delivery?

- Which three things can you do straight away to improve delivery and raise the score in the most critical area?

Susanne Madsen is an internationally recognized project leadership coach, trainer and consultant. She is the author of *The Project Management Coaching Workbook* (2012) and *The Power of Project Leadership* (2015, 2019).

Prior to setting up her own business, she worked for 17 years in the corporate sector leading large change programmes of up to $30 million for organisations such as Standard Bank, Citigroup and JPMorgan Chase. She is a fully qualified Corporate and Executive coach, an NLP Practitioner, DISC accredited and a regular contributor to the Association for Project Management (APM).

Susanne specialises in helping managers improve their leadership skills so that they can gain control of their projects and fast-track their career. She does this through a combination of training, coaching, mentoring and consulting.

"I loved this book the first time, and the revised edition is even better. Fully updated, this edition goes deep into strategies to help you lead yourself and your team more effectively. The book goes beyond theory - although you can tell the text is well-grounded in research - to give you practical tactics that you can use daily at work. When you combine powerful techniques and a willingness to do the work, you have a blend that will help you excel at delivering organisational strategy through projects. Susanne makes it easy by stepping you through the 'keys' to leadership, and you can pick and choose the approaches you think will make the most difference with your team." Elizabeth Harrin, The award-winning blogger behind GirlsGuideToPM.com
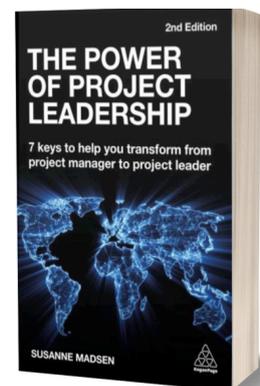
★★★★★ **Genuinely a Masterpiece on Project Management and GTD!**, July 4, 2012
By **Atif Hassan "The sweetest language..Bonjour!"** (Toronto, Canada) - See all my reviews
REAL NAME
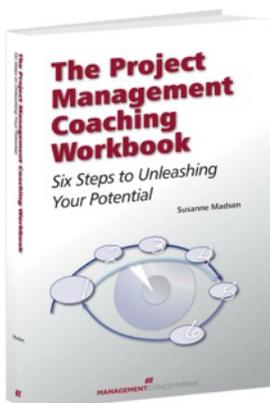
The project Management Coaching Workbook – Six Steps to Unleashing Your Potential.

"If I were to choose ONLY two books to get my job done or do a better job as a PM then the two books I'd hold onto would be the PMBOK and Susanne's Project Management Coaching Workbook. If PMBOK is the theoretical framework, then Susanne's book is the Real World Application.. this is where the rubber hits the road. This is by far the most well written book I have read not only on the subject of Project Management but also from a Get Things Done perspective. The way she explains and assists with the GTD approach is incredible."
—Atif Hassan, Toronto, Canada